

DIRECTOR'S OFFICE ADMINISTRATIVE SUPPORT ROLE

Role Summary

The Director's Office Administrative Support role consists of three grade levels (grades 8-10). Incumbents provide a variety of administrative and technical support services for the Director's Office and ensure the office is maintained in a manner consistent with department policies. Work includes answering phone inquiries; receiving visitors; researching inquiries; maintaining and tracking database systems; performing office maintenance functions; typing, proofreading and editing documents; and web page maintenance. Assignments may include responsibility for legislative bill tracking support activities. Primary contacts are with the Director's Office Management Officer, director, department leadership, and internal and external customers.

Working Conditions

Periods of mental stress; working under pressure of workload, time constraints, and deadlines. Ability to work in an office setting with noise distractions. Extensive computer and keyboard use.

Education and Experience

- Grade 08: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and one year of general office experience including word processing experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 09: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and two years of office/clerical experience including use of word processing spreadsheet, database, and software applications/programs. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 10: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school, a post secondary curriculum or work related vocational curriculum with three years (full-time or part-time equivalent) related experience with emphasis on secretarial and customer service. Experience must include at least one year working with Microsoft Word, Excel and PowerPoint. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.

- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 8

Predominant / Essential Duties

- Assist internal and external customers with questions and follow-up with customers to ensure timely closure.
- Open, sort, and distribute mail to the appropriate parties.
- Assist with comprehensive mailings.
- Make travel arrangements.
- Responsible for the proper filing of various documents.
- Answer telephone, route calls, and receive visitors.
- Answer phone inquiries and research as necessary to provide information and/or process for timely response.
- Register Director's Office employees for training and conferences.
- Maintain, track, and research information using a variety of database systems.
- Responsible for office maintenance functions, i.e., equipment and office supplies.
- Type letters, forms, and memos. Compose correspondence. Proofread, edit, and finalize documents using established process guidelines.
- Coordinate, track, and record suggested replies.
- Responsible for legislative support.
- Provide information and updates on legislative issues, policies, guidelines, rules, laws and practice.

Grade 9

Predominant/Essential Duties

- Compile statistical and narrative status reports.
- Research inquiries as necessary to provide information or responses to routine questions.
- Provide consistent information on existing policies, procedures, rules, and statutes.
- Proofread and edit documents using established process guidelines.
- Design, format, and type various documents in draft and final form, such as complex documents related to legislation, administrative rules, and less complex documents such as letters, memos, and manuals. Use various advanced word processing functions such as tables, columns, graphics, line draw, etc., to accomplish these tasks.
- Design spreadsheets determining methods and procedures to properly prepare and produce spreadsheets.
- Coordinate meeting activities for internal and external customers.
- Conduct research and prepare written documentation.
- Maintain, track, and research information using a variety of database systems.
- Responsible for special projects as assigned.

Grade 10

Predominant/Essential Duties

- Coordinate projects by monitoring progress and establishing methods, procedures, and deadlines.
- Maintain, track, and research information using a variety of database systems.
- Design, format, and type various documents in draft and final form, such as complex documents related to legislation, administrative rules, and less complex documents such as letters, memos, and manuals. Use various advanced word processing functions such as tables, columns, graphics, line draw, etc., to accomplish these tasks.
- Coordinate meeting activities for internal and external customers.
- Assist the Director's Office Management Officer in the preparation, monitoring, and management of division resources by developing recommendations based on knowledge of the operating requirements.
- Ensure the office is maintained in a manner consistent with department policies.
- Establish methods, procedures, and deadlines for specific clerical support projects.
- Prepare routine and customized spreadsheets.
- Provide executive level support for meetings and assigned committees.
- Develop and maintain the division records management system.
- Proof and edit reports for content and appropriateness.
- Prepare customized responses to information requests for appropriate content, language, and format for others' signature.
- Draft responses by gathering and compiling suggestions from staff, editing, and polishing rough drafts prepared by other staff.
- Provide accurate and timely information on department policies, procedures, rules, and statutes to customers.
- Review the content on the department's Internet and Intranet sites, including making technical updates.
- Responsible for writing articles, gathering other articles and information, coordinating, and editing the department's electronic internal and external newsletters.
- For the legislative session (as required) maintain associated records for assigned activities and assist with bill tracking and fiscal note tracking.

- Provide on-the-job training for lower grade level support personnel in assigned area. This may include:
 - Training office staff in new operational procedures and/or policies and procedures by demonstrating the new procedures at a computer terminal; by verbally instructing; and by writing and updating desk operations manuals.
 - Reviewing work of other office staff on a sampling basis for compliance with state law, administrative rules, and department policy and procedure.
 - Establishing methods, procedures, and deadlines for specific clerical support projects.
- Advise Director's Office Management Officer on recommendations for improving and streamlining office procedures.
- Responsible for various special projects as assigned.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Director’s Office Administrative Support Role

Competencies	Grade 8 Under Guidance	Grade 9 Minimal Guidance	Grade 10 Minimal Guidance
Demonstrated skill and ability to maintain office equipment and resources.	A	B	B
Demonstrated skill and ability to work on multiple tasks.	B	B	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, desktop publishing, and software applications/programs relative to the role.	A	B	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	B	B	C
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	A	A	B
Demonstrated knowledge of individual tax types and their relationships within the organization.	N/A	A	B
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	N/A	A	B
Demonstrated analytical skills relative to the role.	N/A	A	B
Demonstrated research skill relative to the role.	A	B	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	N/A	A	B
Demonstrated ability to extract and work effectively with information from various state and database resources.	N/A	A	B
Demonstrated knowledge and ability in organization techniques	B	B	C
Demonstrated knowledge of the legislative process.	A	B	C
Demonstrated skill, ability, and knowledge of legal guidelines, rules and procedures relative to the role.	N/A	A	A
Demonstrated ability to think creatively and recommend innovative solutions.	A	B	B
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	B	B	C

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.